



SCOPE BEFORE & AFTER SCHOOL PROGRAM

FREQUENTLY ASKED ENROLLMENT QUESTIONS

Do I need to re-register my child for the SCOPE Child Care Program each year? Yes. A new contract must be completed for each child every school year through your current account.

Can I get a refund after I register?

The registration fee is non-refundable. If you withdraw your contract **before August 10** for the upcoming school year, you will receive a tuition refund. **How do I register with a current SCOPE account?**

1. Log on to your SCOPE account with your email address and password.
2. Scroll down to **Enroll/In** and select **Before & After School Child Care Program**.
3. Click on the child you are enrolling and verify their information. You will be prompted to select the **Season (school district), School Year** and **Program Location**.
4. Review and accept the **Terms & Conditions**.
5. You will be prompted to **Choose a schedule type**:

Consistent (your child will attend the program **every day** school is in session)

-or-

Pick your Day (your child will attend **part time** on pre-selected days)

6. Please note the following:
 - If you are registering for the Before **or** the After School program, you will create **one** contract.
 - If you are registering for the Before **and** After School programs and your child will have a consistent schedule for both programs (**attending both programs every day**) **or** a pick your day schedule (attending both programs on a part time basis) **for both programs** you will only need to create **one** contract for both programs.
 - If you are registering for the Before **and** After School programs and your child will attend one of the programs **full time** (consistent schedule) and one program **part time (pick your days schedule)**, you will need to create **2** contracts.
7. Repeat the same steps to register additional children.

How do I register a contract without an existing SCOPE account?

1. Go to: scopeonline.ce.eleyo.com to create your account profile.
2. Select **Create Account Profile**.
3. Enter your contact information including your email address and a password. (If your email address is recognized, you have an existing account. Use the **Send Forgot Password Email** to reset your password. You will also need to verify your email address through the automatic email you will receive.)
4. Once your account profile is completed, you will see **Welcome to your Account**.
5. Select **Manage all Relationships** to add a family member and emergency contacts.
6. After three (3) emergency contacts are entered, click **Back to Dashboard**, scroll down to **Enroll In** and click on the child you are enrolling and verify their information.
7. You will be prompted to select the **Season (school district), School Year** and **Program Location**.
8. Review and accept the **Terms & Conditions**.
9. You will be prompted to **Choose a Schedule Type**:

Consistent (your child will attend the program every day school is in session)

-or-

Pick your Day (your child will attend part time on pre-selected days)

10. Please note the following:

- If you are registering for the Before **or** the After School program, you will create **one contract**.
- If you are registering for the Before **and** After School programs and your child will have a consistent schedule for both programs (**attending both programs every day**) **and** a pick your day schedule (attending both programs on a part time basis) **for both programs** you will only need to create **one contract for both programs**.
- If you are registering for the Before and After School programs and your child will attend one program **full time** (consistent schedule) and one program **part time** (pick your days schedule), you will need to create **2 contracts**.

11. Follow the same steps to register additional children.

12. You can expect to receive a follow-up email stating that your contract has a *pending status* until it is reviewed.

NOTE: You are required to include your form of payment in order to complete your registration process. Payment will not be charged until you are accepted into the program.

What are Contract Schedules? There are two contract schedule options:

Consistent Schedule: Your child will attend the SCOPE program **every day** school is in session. You will not complete an on-line schedule each month. If you enrolled in the Before School Program, you will escort and sign your child into the Before School program every day and/or if you enrolled in the After School Program your child will be sent to the SCOPE After School program every day unless you notify your child's teacher, the school and the SCOPE Site Director that your child will not be attending. You will be charged the same amount each month regardless of the school calendar and attendance. Unused days are not accrued. (There will be an additional fee if there is a scheduled early dismissal and SCOPE will be providing an extended day program.)

Pick Your Days Schedule: This **part time** schedule allows you to choose specific days in advance each month and you do not have to select the same days of the week each month. You will be charged the monthly 5 day minimum fee in addition to the daily rate for each day over 5 that you pre-select by the 15th of the month prior.

If it is after the 15th of the month prior and you have not submitted a schedule, you will be charged a \$25.00 late calendar fee for each child. To add days after the 15th of the month prior, you will be charged a \$5.00 drop-in fee for each added day within the monthly 5 day minimum plus a \$25 incomplete calendar fee. For each added day over the 5 day minimum you will be charged the drop-in rate (\$5.00 plus the daily rate).

SCOPE cannot operate as a drop-in program due to safety reasons and license requirements. SCOPE understands, however, that there may be unforeseen emergency circumstances which may necessitate an emergency drop-in with less than 3 days advance notice. In isolated instances exceptions will be permitted, when possible. In the event you have an emergency drop-in within 3 days, you must inform the SCOPE Site Director (AM & PM) and your child's teacher (PM only) as soon as possible. There will be an emergency drop-in fee of \$10.00 in addition to the drop-in rate (daily rate plus \$5.00). The daily rate will also be charged if the emergency day is over the 5 day minimum. There is a maximum allotment of 5 drop-ins for the school year. This includes unscheduled drop-ins (with a minimum of 3 days advance notice) and emergency drop-ins (less than 3 days advance notice) which may result in withdrawal from the program.

Can I switch contract schedules during the school year?

Only **ONE** contract schedule change per school year is permitted except for the months of May and June. There is no switching back and forth between part time and full time schedules. You may only make changes to your schedule type prior to the month, changes cannot be made mid-month. If you are changing your schedule on or before the 15th of the previous month, log on to your account and request to register a new contract starting on the 1st day of the next month. **Note: You must also withdraw your current contract (ending on the last date of the current month).**

I have a Pick Your Days Schedule. What if I want my child to attend a day they are not scheduled to attend?

If it is on or before the 15th of the prior month:

- Log on to SCOPE account with your email and password.
- Click on the green star (upper left).
- Click on the middle *Before & After School Child Care* circle.
- Click on *Account Management* (blue rectangle) and you will see **Current and Upcoming Contracts**
- Select the contract with the dates you want to change (**please note the calendar will be locked after the 15th of the month prior**) and you will see your calendar with the dates you have selected.
- Click the *Change Schedule* (blue rectangle) and click the dates you want; click dates you want to de-select.
- Submit your Change Schedule request.

Steps to Request Additional Unscheduled Days:

Notify the SCOPE Site Director in advance for the AM & PM programs and your child's teacher for the PM program.

I have a Pick Your Days Schedule for the After School Program. What do I do if my child is NOT going to attend on a scheduled day? If it is on or before the 15th of the prior month, sign onto your SCOPE account to request a change (see instructions above). **If it is after the 15th, you are responsible to notify the SCOPE Site Director and your child's teacher.** Note: You will not be credited for the day.

I have a Consistent Day Schedule for the After School Program. What do I do if there is a day my child is NOT going to attend due to an absence or other reason? You are responsible to inform the After School SCOPE Site Director and your child's teacher. Note: You will not be credited for the day.

Credits will only be given if your child is out sick for three or more consecutive days with a doctor's note.

You are responsible to inform the SCOPE Before and/or After School Site Director and your child's teacher (After School only) of all schedule changes to ensure your child is directed to the current location.

Why am I being charged a late fee when the month isn't over yet? SCOPE invoices are due on the 25th of the prior month of attendance. For example, November's tuition is due October 25th. Payments received after the due dates will incur a **\$20.00 late payment fee charge.**

How do I withdraw my child's contract? If it is before the 15th of the prior month, you can withdraw your contract online:

- Log on to our SCOPE account with your email and password.
- Click on the green star.
- Click on *Before & After School Child Care* (middle circle).
- Click on *Account Management* (blue rectangle) and you will see *Current and Upcoming Contracts*.
- Click on the contract you are ending.
- Click *Withdraw Contract* and enter the last attendance date. Please be advised that you are responsible for the full payment of the current month. There are no credits for withdrawals mid-month. All withdrawals must be requested prior to the 15th of the prior month in order to avoid a Drop Fee. If it is between the 16th and 30th (or 31st), please call the SCOPE office at (631) 360-0800 ext. 207 and request the withdrawal, which may be subject to a \$25 Drop Fee.

NOTE: If you withdraw your contract and need to re-enroll later in the year, you must create a new contract. You may also be placed on a Wait List if the program is at capacity.

When do I select my Pick your Days schedule days for next month? You may complete your schedule in advance for the entire school year. Each monthly schedule must be submitted online by the 15th of the prior month. It is imperative to submit your child's schedule otherwise **your child will not show as enrolled for the month and could be directed home.**

NOTE: There is a late calendar fee charge of \$25 for schedules submitted after the 15th of the month prior and a \$25 partial calendar fee if you have only submitted 1-4 days by the 15th of the month prior and add days after the 15th of the month prior.

How do I change my scheduled days? You can only change scheduled days if you have a Pick Your Days contract and it is **before the 15th of the month prior.**

- Click on *Account Management* (blue rectangle) and you will see *Current and Upcoming Contracts*.
- Select the contract with the dates you want to change (please note that the calendar will be locked after the 15th of the prior month) and you will see your calendars with the dates you have selected in the center of the screen.
- Click the *Change Schedule* (blue rectangle) and click on the dates you want and click the dates that you want to de-select.
- Submit your *Change Schedule* request.

NOTE: After the 15th of the month prior, you are responsible to inform the Before and After School Site Director of all schedule changes and your child's teacher of all after school schedule changes including absences.

When are payments due? Payments are due on the **25th of the prior month.** You will be invoiced on the 16th of the prior month. Once an invoice is generated for your account, you will receive an email notification stating that your invoice is ready to view. Due dates are listed at the bottom of the invoice. All invoices can be viewed and printed. After the 25th of the prior month you will be charged a **\$20 late payment fee.**

How do I add a credit card, checking account or savings account to my account online? Log on to your account and scroll down to *Manage Saved Payment Methods*. Once you click on this, you will be directed to *Adding new payment forms*. Please note all debit/credit cards are accepted.

Note: A saved payment method does not enroll you in Automatic Payment. See Enroll in Auto payment below.

Can I pay with cash or mail a personal check? Cash and mail-in personal checks are not accepted. All payments must be made online at *scopeonline.ce.eleyo.com*.

How do I enroll in Automatic Payment? All accounts are required to have a *Saved Payment Method*, and you are responsible to sign-in to your account each month to make each payment.

If you are interested in setting up an **automatic payment account** so your payments will automatically be processed each month, you can set up Automatic Payments by logging in to your account and select *Account Management*. Click on *Automatic Payments* and enter your preferred method of payment. If an automatic payment is declined, you will incur a **\$5.00 re-processing fee** and may incur a **\$20.00 late payment fee**.

Is there a sibling discount? There is a 20% discount for your second child and a 40% discount for your third child in the same family.

What if my child has special health needs?

It is critical to include the special health needs of your child upon enrollment in order for SCOPE to provide the best care possible. If you indicated your child has a special health care need, you will be required to complete additional paperwork detailing your child's specific needs. Paperwork will be emailed to you after your contract has been reviewed. Required paperwork can also be found at www.scopeonline.us. All completed paperwork must be returned to the SCOPE Operations Center via email: scope.healthcare@scopeonline.us. You will be contacted once it has been reviewed by a SCOPE District Field Manager.

If my child has a special health need, can my child start SCOPE without the medical paperwork?

If you indicated that your child has any special health need (including any allergies) your child **cannot start** the SCOPE child care program until the appropriate health forms are completed and approved. If your child will require medication during SCOPE, all of the required health forms must be approved in advance and staff may need to be trained. The medication and pre-approved paperwork must be brought to the program at a predetermined date/time to meet and review with the Site Director before your child can start the program.

What if my child's medication is already with the school in the nurse?

The school nurse is not on duty during SCOPE child care hours and SCOPE does not have access to the nurse's office so it is necessary for the SCOPE program to store separate medications with the required SCOPE health forms at the program. Please note that these forms may differ from the school's medical forms.

How can I obtain financial assistance?

If your family has been approved for the need based free or reduced lunch program through your school district, forward a copy of your lunch approval letter to **fax # (631) 881-9672 or email to:**

business_office@scopeonline.us

If your school district has universal free lunch, SCOPE will require a copy of your income tax to confirm eligibility based on federal guidelines.

If you are currently receiving child care subsidies through the Department of Social Services, contact the SCOPE Business Office @ (631) 360-0800 ext. 127 with the name of your DSS case worker and inform your DSS case worker that you are enrolling in the SCOPE program. There is also a SCOPE Scholarship Fund for families with hardships. Contact (631) 360-0800 ext. 207 to obtain a scholarship application.

What is a non-school day and how do I register?

Non-school days are days the SCOPE program hours are extended due to a scheduled early dismissal. You must pre-register online by clicking *Non-school Day* under *Account Management*. The additional fee for the

extended hours the program will be operating will be **\$27.75** for each day and **\$22.20** for each sibling. There is a minimum enrollment requirement for the extended day programs. Extended Day Child Care will only run if there is sufficient enrollment. Lunch will not be provided. Children will need to bring a peanut free lunch.

How do I make a payment:

- Log onto your SCOPE account with your email and password.
- Click on the green star.
- Click on *School Age Before & After Care* (middle circle).
- Click on *Account Management* where you will see *Latest Invoice* on the left with a green rectangle and *Pay* option. Once you select the *Pay* option, indicate how much you want to pay and *Add to Cart*, you will then checkout using one of your *Saved Payment* methods.
- Please note that you are able to make a payment at any time, even if you have zero due. The *View* option shows you invoices, which you are able to download as a PDF in the event that you need to print.
- You can also set up **Automatic Payments** by selecting the **Setup Auto Payments** option. Automatic payments will be processed on the Invoice Due date for the balance, typically the 25th of prior month. If there is not a balance, then Auto Pay will not run. If your automatic payment is declined, you will incur a \$5.00 re-processing fee and may incur a \$20 late payment fee.

Your first tuition payment and annual registration fee (if applicable) will be processed when you are confirmed in the program. Thereafter, you are responsible to log on to your account and submit your payment each month if you do not choose the Automatic Payment option.

How will the SCOPE staff know who is authorized to pick-up my child?

Only the people you have listed in your authorized pick-ups will show up on the SCOPE program iPad. If you have people that will be picking your child up that are not in your authorized pick-up, log into your account and click details next to your child's name. You will need to add each person separately for each child. You can also remove persons from your authorized pick up. When your updates are complete, click *Save Authorized Pick-ups* in the bottom left corner.

How do I add emergency contacts and Authorized Pick-ups?

To add an Emergency Contact

1. Navigate to your program's Eleyo site, click Sign In and sign into your account.
2. Under "Manage Family Members" find your child and click **Edit Emergency Contacts**.
3. Click **Add Emergency Contact** or **Create New Emergency Contact**.

If you have already created the family member/relationship in Eleyo, click **Add Emergency Contact** and select them from the list that is presented or click **Choose**. **If you have not created** the family member/relationship, click **Create New Emergency Contact**. Complete all required fields and click **Create Emergency Contact**. **Emergency Contacts must be added for each child separately.**

To update/remove an existing contact person, use the Edit pencil icon to update an existing contact person and the red Remove icon to delete that person.

To Add an Authorized Pickup:

In Eleyo, any user account listed as a parent of the child will automatically be listed as an Authorized Pickup. To add additional family members/relationships as an authorized pickup for your child in Eleyo, use these steps:

1. Navigate to your program's Eleyo site, click Sign In and sign in to your account.
2. Under "Your Accounts" select the desired Child Care Account.
3. Under "Account Management" click **Manage Authorized Pickups**.
4. Click **Add Authorized Pickup**.

If you have already created the family member/relationship in Eleyo, click the "Person" drop-down and select them from the list that is presented. Enter or update the person's phone number, then click **Save Authorized Pickups**. If you have not created the family member/relationship, click the "Person" drop-down and select Other. Enter the person's name, phone number, and optionally add a note to describe the person (such as uncle, grandparent, or friend), then click **Save Authorized Pickups**. **Authorized pickups must be added for each child separately.**

Please note that photo identification will be required at pick-up for any person that is unknown to the staff.

How do I print my Tax Information?

- Log on to your SCOPE account with your e-mail and password
- Click on the green star
- Select *School Age Before & After Child Care* (middle circle)
- Select *Account Management* (blue rectangle)
- Click *Download Tax Information* (green rectangle)

How do I get a Dependent Care Statement?

You may get this information by printing an invoice. If you need further information, please contact the business office at (631) 360-0800 ext. 207.

What can I do if I'm having trouble with my account? Forgot password:

- Go to *scopeonline.ce.eleyo.com* and click *Sign In*
- Click *Forgot Password*

Parent not linked to account: If you are not the primary parent/guardian on the account and would like to be added to the Child Care Account, you may only be added with the primary account holders' permission. The primary account holder will be required to send an email to ccreg@scopeonline.us requesting to add you to the account. This will enable your access to the contract information and to make payments and contract changes.

Once I register, when will my Credit/Debit Card be charged?

You are required to include your form of payment in order to complete your registration process. You will not be charged until you are confirmed into the program. **Thereafter, you are responsible to log on to your account each month and submit your payment if you do not chose the Automatic Payment option.**

How do I know if my child is registered?

After you have created an account and enrolled your child, you will receive an email stating that your contract has been received and is in a **pending** status. (If you do not receive this email, email SCOPE: ccreg@scopeonline.us.) **Your status will remain pending until your account is reviewed and a determination is made that there is sufficient space/staff to accept your child into the program.**

If there is sufficient space/staff, you will receive an email informing you that your payment has been processed and your child is **confirmed** to attend the program. Remember to review the schedule you submitted when you enrolled.

NOTE: Your child may not begin the SCOPE program until you receive a confirmation. If there are no openings at the time of your enrollment, you will be notified that you have been placed on a wait list. SCOPE will make every effort to place your child as soon as possible.

SCOPE Contact Information:

SCOPE Administration Office: (631) 360-0800

Billing, Payments, Invoices, Financial Assistance: Ext. 207

Contract/Registration/Enrollment Status/Transportation/Health Needs: Ext's. 100, 123, 237

Emergency Drop-Ins (within 3 days): Contact the Site Director and your child's teacher

Additional Unscheduled Days: Log on to your account and follow "Steps to Request Additional Unscheduled Days" on Page 3.